

Companies with 10 or more employees that carry out procedures with the administration in electronic form in the Basque Country varied from 89.4% in Bajo Bidoso to 99.7% in Markina-Ondarroa

Half of companies with a website have a Basque version

Companies with 10 or more employees that have internet access, and which carry out **procedures with public administrations in electronic form**, are the majority in all the regions, according to EUSTAT data, with 94.8% of companies meeting these criteria in 2017, 3.2 points more than in 2016. These companies are predominantly found in the regions of Markina-Ondarroa in Bizkaia (99.7%), Bajo Deba in Gipuzkoa (99.0%) and Rioja Alavesa in Álava (96.7%), although, all regions exceeded 90% except for Bajo Bidasoa (89.4%).

Basque companies with 10 or more employees show high levels of ICT (Information & Communication Technology) equipment. Over 97% of the companies in all regions have an **internet** connection – the average for the regions as a whole being 98.8% – and 89.1% of companies have their own **website**. Standing out among the regions are Llanada Alavesa in Álava (96.5%), Alto Deba in Gipuzkoa (93.6%) and Plentzia-Mungia in Bizkaia (91.1%).

The percentages of companies with more than 10 employees that have **computer networks** are also very high throughout the territory. On average, 92.9% of companies have them (nine tenths less than in 2016) and the regions of Plentzia-Mungia in Bizkaia (99.0%), Goierri in Gipuzkoa (97.2%) and Montaña Alavesa in Álava (96.9%) all stood out.

61.0% of Basque companies with 10 or more employees use **open-source programmes**. The regions that stood out were Cantábrica Alavesa in Álava (70.1%), Alto Deba in Gipuzkoa (67.3%), and Plentzia-Mungia in Bizkaia (66.1%).

Availability of Basque on Basque company websites

Websites are mostly available in Basque in companies based in the regions of Gipuzkoa (61.7% on average), whilst for the Autonomous Region as a whole, this figure is 50.4%. Thus, in this province they reached 77.3% of those found in companies in Alto Deba, exceeding 55% in the other regions of Gipuzkoa. Following these were those in Bizkaia (46.0% on average), where it was possible to access the language in over 70% of the websites in companies based in Gernika-Bermeo and Markina-Ondarroa, 71.9% and 70.8% respectively. Lastly, in Álava (39.1% on average), Montaña Alavesa stood out, where 50.8% of websites were available in Basque, with this percentage dropping in the other regions.

Even though the percentages of ICT equipment are very similar in companies with 10 or more employees, Donostia-San Sebastián stands out amongst the Basque capitals, particularly in e-commerce and websites available in Basque, where its percentage is clearly the highest.

29.7% of companies with 10 or more employees in the Basque Country made sales or purchases via e-commerce in 2016, which varied between 43% in Alto Deba and 15% in

Valles Alaveses according to Eustat data. Compared with last year, this was 3 tenths less than the Autonomous Region as a whole, and 6 points more than in 2010. In addition to Alto Deba in Gipuzkoa, we can also single out the regions of Cantábrica Alavesa in Álava (35%) and Markina-Ondarroa in Bizkaia (31%).

Table 1: ICT equipment in establishments of 10 or more employees in the Basque Country by capitals and regions (%). 2017

	Internet		Website		Computer networks	Open-source programs	e-Commerce (3)
	With connection	Carry out procedures with the Admin. (1)	Have	In Basque (2)			
BASQUE COUNTRY	98,8	94,8	89,1	50,4	92,9	61,0	29,7
Vitoria - Gasteiz	98,5	90,3	87,6	40,9	93,6	63,1	26,2
Bilbao	97,8	94,4	89,0	48,7	93,4	61,4	28,6
Donostia - San Sebastian	99,3	94,0	89,9	65,3	93,6	62,8	35,1
ARABA/ÁLAVA	99,0	91,7	88,7	39,1	92,8	62,1	26,8
Arabako Ibarak/Valles Alaveses	99,5	93,7	96,5	31,1	93,5	56,7	15,0
Arabako Lautada/Llanada Alavesa	98,5	90,7	87,8	40,4	93,3	62,6	25,9
Arabako Mendialdea/Montaña Alavesa	98,9	94,9	79,9	50,8	96,9	64,4	30,3
Errioxa Arabarra/Rioja Alavesa	99,6	96,7	82,4	32,4	92,7	56,4	29,6
Gorbeia Inguruak/Estribac. del Gorbea	99,4	95,2	93,9	35,8	96,0	60,2	29,2
Kantauri Arabarra/Cantábrica Alavesa	99,6	95,1	94,7	35,2	95,1	70,1	34,9
BIZKAIA	98,8	95,7	89,4	46,0	93,5	61,0	27,2
Arratia Nerbioi/Arratia-Nervión	99,8	96,5	82,3	37,2	95,7	42,7	20,9
Bilbo Handia/Gran Bilbao	98,4	95,1	89,5	45,0	93,4	61,3	27,8
Durangaldea/Duranguesado	99,1	96,7	89,9	41,3	95,0	61,9	24,4
Enkartzioak/Encartaciones	99,2	98,6	86,4	52,4	84,4	60,7	22,3
Gernika-Bermeo	99,6	97,4	90,1	71,9	93,1	64,5	28,7
Markina-Ondarroa	99,7	99,7	79,5	70,8	98,4	57,8	31,0
Plentzia-Mungia	99,9	98,0	91,1	54,0	99,0	66,1	25,6
GIPUZKOA	98,8	95,0	88,9	61,7	92,0	60,6	34,4
Bidasoa Beherea/Bajo Bidasoa	97,4	89,4	85,5	55,7	87,7	59,7	26,5
Debarrena/Bajo Deba	99,9	99,0	84,5	60,8	94,4	59,0	29,1
Debagoiena/Alto Deba	98,5	97,6	93,6	77,3	93,8	67,3	42,9
Donostialdea	99,2	95,2	89,8	60,7	92,6	60,5	35,0
Goierrri	99,9	96,1	88,2	63,8	97,2	64,7	28,5
Tolosaldea/Tolosa	97,9	96,6	91,1	56,2	93,9	54,4	38,4
Urola-Kostaldea/Urola Costa	97,1	92,0	85,8	61,6	91,7	63,7	37,2

(1) Of the establishments with Internet, percentage of those that interact electronically with the administrations

(2) Of the establishments with a website, the percentage with availability in Basque

(3) The data on e-Commerce are from 31 December 2016

Source: Eustat. Survey on the information society. Companies

For further information:

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